

OFFICE OF FINANCIAL AND INSURANCE REGULATION

JOB VACANCY NOTICE

CLASS/LEVEL: Departmental Technician 7/8/E9 (2 positions)

DIVISION/SECTION: Licensing & Product Review Division/Insurance Licensing Section

DEADLINE TO RESPOND: 12-9-08

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 INTERESTED APPLICANTS SHOULD SUBMIT A RESUME, COVER LETTER AND DLEG APPLICATION TO DLEG, OFFICE OF FINANCIAL AND INSURANCE REGULATION, HUMAN RESOURCES/BUDGET DIVISION/OFIR 08-71, P.O. BOX 30220, LANSING, MICHIGAN 48909 OR FAX TO (517) 335-1450 BY THE DEADLINE DATE.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COUNTY/LOCATION         | Ingham/Lansing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| PAY RANGE               | \$15.98-\$21.94/hour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| DESCRIPTION OF POSITION | These positions serve as departmental technicians for the Insurance Licensing Section to assist with background investigations of current licensees and pending applicants, reviewing licensing applications, produce follow-up correspondence and make recommendations for action; responding to telephone and email inquiries, responding to correspondence relating to these activities, and maintaining the integrity of the licensing program.                                                                                                                                                                                                                                                                                                                                                                     |
| EDUCATION               | Possession of a high school diploma or a GED Certificate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| EXPERIENCE              | <p>Departmental Technician 7 - One year of experience performing 7-level administrative support activities.</p> <p>Departmental Technician 8 - One year of experience as a business and administrative technician or business and administrative para-professional equivalent to the entry level in state service. OR One year of experience performing 8-level administrative support activities.</p> <p>Departmental Technician 9 - Two years of experience as a business and administrative technician or business and administrative para-professional, including one year of experience equivalent to the intermediate level in state service. OR One year of experience performing 9-level administrative support activities. OR One year of experience as a supervisor of administrative support activities.</p> |
| SPECIAL REQUIREMENTS    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

|            |                 |                                                                                                                                 |
|------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------|
| RESPOND TO | Posting No.:    | OFIR 08-71                                                                                                                      |
|            | Address:        | DLEG, Office of Financial & Insurance Regulation, Human Resources/Budget Division/OFIR08-71, P. O. Box 30220, Lansing, MI 48909 |
|            | E-Mail Address: |                                                                                                                                 |
|            | Fax:            | (517) 335-1450                                                                                                                  |

The State of Michigan is an Equal Opportunity Employer  
Civil Service Rule 1-7 states: All persons offered employment in the classified service are required to submit to and pass a pre-employment drug test as a condition of employment

**This is an announcement of a position vacancy and does not constitute an offer of employment.**

**State of Michigan**  
**Department of Civil Service**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

Federal privacy laws and/or state  
confidentiality requirements protect  
a portion of this information.

**POSITION DESCRIPTION**

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

This form will serve as the official classification document of record for this position. Please take the time to complete this form as accurately as you can since the information in this form is used to determine the proper classification of the position. **THE SUPERVISOR AND/OR APPOINTING AUTHORITY SHOULD COMPLETE THIS PAGE.**

|                                                                                                                 |                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b>                                                                   | <b>8. Department/Agency</b><br>LABOR AND ECONOMIC GROWTH                                                                      |
| <b>3. Employee Identification Number</b>                                                                        | <b>9. Bureau (Institution, Board, or Commission)</b><br>OFFICE OF FINANCIAL AND INSURANCE REGULATION                          |
| <b>4. Civil Service Classification of Position</b><br><br>DEPARTMENTAL TECHNICIAN 7-9                           | <b>10. Division</b><br><br>LICENSING AND PRODUCT REVIEW                                                                       |
| <b>5. Working Title of Position (What the agency titles the position)</b><br><br>LICENSING TECHNICIAN           | <b>11. Section</b><br><br>LICENSING                                                                                           |
| <b>6. Name and Classification of Direct Supervisor</b><br><br>VACANT, DEPARTMENTAL MANAGER 14                   | <b>12. Unit</b><br><br>INSURANCE LICENSING                                                                                    |
| <b>7. Name and Classification of Next Higher Level Supervisor</b><br>SONYA W. DUNGEY<br>DEPARTMENTAL MANAGER 15 | <b>13. Work Location (City and Address)/Hours of Work</b><br>611 W. OTTAWA, LANSING<br>8:00 A.M. - 5:00 P.M., MONDAY - FRIDAY |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>14. General Summary of Function/Purpose of Position</b><br><br>This position serves as a departmental technician for the Insurance Licensing to assist with background investigations of current licensees and pending applicants, reviewing licensing applications, produce follow-up correspondence and make recommendations for action; responding to telephone and email inquiries, responding to correspondence relating to these activities, and maintaining the integrity of the licensing program. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**For Civil Service Use Only**

**15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.**

**List your duties in the order of importance, from most important to least important. The total percentage of all duties performed must equal 100 percent.**

Duty 1

**General Summary of Duty 1**

**% of Time 50**

Conduct background investigations for new license applicants. Approve license applications for those clear of convictions, administrative actions and other designated offenses. Prepare recommendations for approval or denial for applicants with conviction or administrative orders..

**Individual tasks related to the duty.**

- Conduct background investigations through MSP, I-CHAT, Westlaw, National Sex Offenders Registry, etc. investigate responses.
- Review and process applications for 13 different and distinct insurance licenses.
- Evaluate and determine whether applicant qualifies for issuance of a permanent insurance license.
- Respond to telephone and email inquiries.
- Use online computer systems for referencing and research.
- Enter data to change and update the licensing records on the database.
- Notify management of any results outside the parameters of the licensing guiding principles.
- Process license application denials.
- Review applications for completeness and content.
- Review license application status with applicants and/or insurer representatives.

Duty 2

**General Summary of Duty 2**

**% of Time 50**

Conduct background investigations on existing licensee population. Prepare referrals to the OGC for revocation as appropriate.

**Individual tasks related to the duty.**

- Conduct background investigation through MSP, I-CHAT, Westlaw, National Sex Offenders Registry, etc. Investigate responses.
- Conduct additional research and correspond with licensee as necessary to complete evaluation.
- Evaluate and determine whether applicant properly disclosed convictions and administrative actions at the time of application.
- Conduct follow-up research and correspondence with licensees as appropriate.
- Prepare referrals to the OGC for revocation for licensees who did not make proper disclosure at application.
- Respond to telephone and email inquiries.
- Other duties as assigned

Duty 3

**General Summary of Duty 3**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

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Duty 4

**General Summary of Duty 4**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

-

Duty 5

**General Summary of Duty 5**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

- 

Duty 6

**General Summary of Duty 6**

**% of Time** \_\_\_\_\_

**Individual tasks related to the duty.**

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16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Decisions are made through experience with the various databases used to conduct background checks. The ability to review, verify and recommend action is critical to the success of this position. Other decisions are based on licensing knowledge and good common sense.

17. Describe the types of decisions that require your supervisor's review.

When a decision would be outside of the licensing guiding principles or requires a policy change.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Position duties and tasks are performed in a traditional office environment which includes considerable sitting, occasional standing, limited lifting; considerable microcomputer usage which involves repetitive motions involved in data entry and normal office routines.

19. List the names and classification titles of classified employees whom you immediately supervise or oversee on a full-time, on-going basis. (If more than 10, list only classification titles and the number of employees in each classification.)

| <u>NAME</u>        | <u>CLASS TITLE</u> | <u>NAME</u> | <u>CLASS TITLE</u> |
|--------------------|--------------------|-------------|--------------------|
| Student Assistants |                    |             |                    |

20. My responsibility for the above-listed employees includes the following (check as many as apply):

- |                                                             |                                                                       |
|-------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Complete and sign service ratings. | <input checked="" type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input checked="" type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input checked="" type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input checked="" type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input checked="" type="checkbox"/> Train employees in the work.      |

21. I certify that the above answers are my own and are accurate and complete.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**NOTE: Make a copy of this form for your records.**

**TO BE COMPLETED BY DIRECT SUPERVISOR**

- 22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?**

I agree.

- 23. What are the essential duties of this position?**

The position is responsible for assisting with licensing and background investigations; generating and recommending appropriate action on current licensees; responding to section correspondence and emails and performing related work as assigned.

- 24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

New position

- 25. What is the function of the work area and how does this position fit into that function?**

The Licensing and Product Review Division is responsible for licensing financial services entities which include non-depository financial institutions and insurance individuals, entities and products. The division maintains records on individuals and entities including appointments by specific insurers, non-depository financial institutions and company to market their products. This position is responsible for insurance licensing. The position has responsibility in a major program with global impact.



**26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a high school diploma or a GED certificate.

**EXPERIENCE:**

One year of experience performing 7-level administrative support activities.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Computer operation skills.
- Good personal communication skills and an ability to coordinate a variety of tasks.
- Ability to work within strict time frames.
- Ability to deal with high volume workloads.
- Ability to adapt to the implementation of new procedures/technologies and an ability to operate in an autonomous capacity.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

*NOTE: Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.*

**27. I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.**

**Supervisor's Signature**

**Date**

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

**28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.**

**29. I certify that the entries on these pages are accurate and complete.**

\_\_\_\_\_  
**Appointing Authority's Signature**

\_\_\_\_\_  
**Date**